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DIVISION OF HEALTH CARE FINANCING

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Dear Wisconsin Medicaid Provider,

On September 1st, 2002, Wisconsin SeniorCare began processing claims for eligible individuals age 65 and older. We have identified instances in which an applicant may have incorrectly completed the initial application, causing benefits to be determined at a higher level. For example, due to the erroneous reporting of income amounts, the participant is found to be eligible with a spenddown when, in reality, the participant should have been enrolled in the program at the deductible level.

Wisconsin SeniorCare is in the process of correcting the affected applications in order to apply the correct benefits according to their incomes. However, in some circumstances, the SeniorCare participant may have already used their benefit card to receive prescriptions. If, after eligibility is redetermined, the participant is found to be eligible at a lower income level than originally determined, all affected claims must be reversed and resubmitted in order to correctly reapply any spenddown and/or deductible that may have been used.

Due to these circumstances, there may be instances where Wisconsin SeniorCare will contact you regarding a participant who has had a change in his/her eligibility status and request that any prior claims submitted be reversed so that we may update the participant's enrollment record. Additionally, there may be instances in which the participant is due a refund and the program will reimburse you for the dispensed prescriptions. Providers are required to give refunds to participants in accordance with HFS 109.51(7), Wis. Admin. Code.

We apologize for any inconvenience this may cause and appreciate your ongoing cooperation. Please contact Provider Services at (800) 947-9627 or (608) 221-9883 if you have any questions.